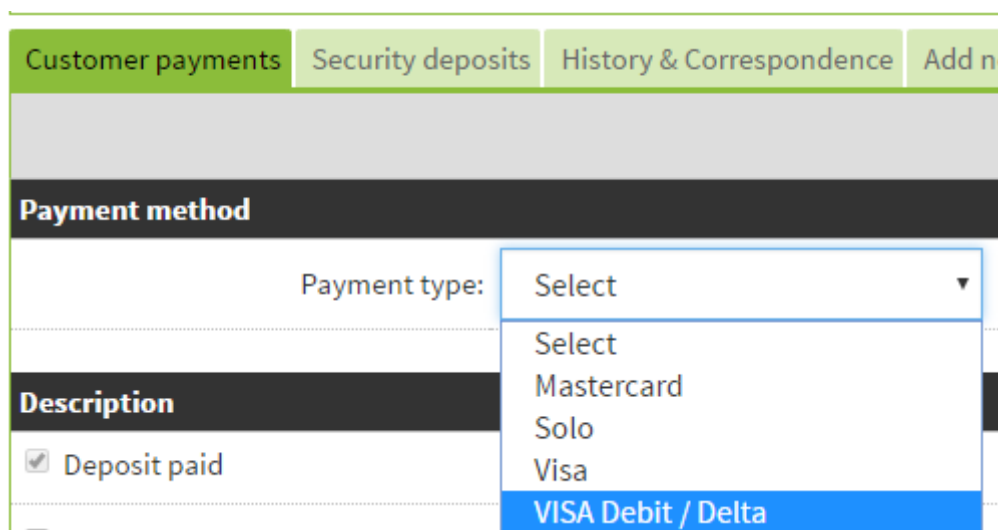


# How do I take a payment via Trust Payments (Secure Trading)?

1. First you need to navigate to the booking. If you know the booking number you can enter this in the booking number search in the top right of the SuperControl pages.

You can also go to *Bookings > Grid view*. Once you load your grid you can click on the booking to take you into the main area for that booking OR you can go to *Bookings > Search bookings* and use the filter options to find your booking.

2. Ensure you have your guests address added in the booking then select your payment method.



The screenshot shows a web interface with a top navigation bar containing four tabs: 'Customer payments' (highlighted in green), 'Security deposits', 'History & Correspondence', and 'Add new'. Below the tabs is a grey header bar with the text 'Payment method'. Underneath this is a form area with a 'Payment type:' label and a dropdown menu. The dropdown menu is open, showing four options: 'Select' (at the top), 'Mastercard', 'Solo', and 'VISA Debit / Delta' (highlighted in blue). To the left of the dropdown menu, there is a 'Description' section with a checkbox labeled 'Deposit paid' which is checked.

3. Enter your guests card details, tick the payment you wish to take (Deposit, Balance or both).

4. Select SECURETRADING on drop down menu next to Process online using Trust Payments (Secure Trading).

5. Click OK.

6. Click Save.

Customer payments
Security deposits
History & Correspondence
Add notes or files
Generate documents
Add reminder
Your reference
Website & source
Cancel

Settings Save

Payment method

Payment type: VISA Debit / Delta ☐ Process balance using this card

Card Number: 1234 5678 9101 1121

Name on card: Jo Bloggs

Card expiry: 11 2023

CSC: 000 Note CSC is never saved. This is only for processing online payments.

Description	Date	Payment method	Due	Amount paid	Balance
<input checked="" type="checkbox"/> Deposit paid					
<input checked="" type="checkbox"/> Balance paid	Due now	VISA Debit / Delta		GBP 800.00	
			GBP 800.00	GBP 0.00	GBP 800.00
Enter custom payment	2017-05-29	VISA Debit / Delta		GBP 0	Payment

Process online using Secure Trading: SECURETRADING

7. You should receive a SUCCESS message, click OK. The payment will then be displayed within your Customer payments tab within the booking.

! Always ensure your online payments include a Trust Payments (Secure Trading) reference number. This proves the transaction is successful. If there is no reference number then you haven't completed the payment correctly. You can delete this and try again.